

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 11/10/2011
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 185242	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 10/28/2011
NAME OF PROVIDER OR SUPPLIER WINDSOR CARE CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 125 STERLING WAY MOUNT STERLING, KY 40353	
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
F 000	INITIAL COMMENTS An abbreviated standard survey investigating ARO #KY000017264 was initiated on 10/27/11 and concluded on 10/28/11. ARO#KY000017264 was substantiated with deficiencies cited at 42 CFR 483.35 (F-364) with a scope and severity of an "E".	F 000	The following constitutes the facility's response to the findings of the Department for Health Services and does not constitute an admission of the facts alleged or conclusions set forth on the summary statement of deficiencies. This plan of correction is prepared as required by the provisions of the Health Safety code, 42, CFR and constitutes the facility's written credible allegation of compliance.	
F 364 SS=E	483.35(d)(1)-(2) NUTRITIVE VALUE/APPEAR, PALATABLE/PREFER TEMP Each resident receives and the facility provides food prepared by methods that conserve nutritive value, flavor, and appearance; and food that is palatable, attractive, and at the proper temperature. This REQUIREMENT is not met as evidenced by: Based on observation and interview, it was determined the facility failed to provide food that was palatable, attractive, and at preferable temperatures. Observation of the lunch meal and temperatures taken of foods on 10/27/11 as well as interviews with residents, residents' family, and reports from the Ombudsman revealed the facility failed to ensure meals were palatable and served at preferable temperature. The findings include: Review of a report from the Ombudsman of the facility revealed on 10/17/11 five (5) of eleven (11) residents were interviewed during a group meeting on the Sterling Unit and voiced complaints about meals being served late, as late as 7:00 PM for supper, food being served cold, and overall poor food quality.	F 364	F 364: Nutritive Value/Appear, Palatable/Prefer Temp. 1. No residents were harmed by alleged deficient practice. 2. Interviewable residents will be interviewed by dietary manager or assistant dietary manager by 12/08/11 on tray presentation, palatability and food temperatures.. 3. All dietary staff will be in-serviced on on tray presentation, palatability and food temperatures by Registered Dietician by 12/8/11. All nursing staff will be inserviced on reporting to dietary manager or administration any concerns or complaints about food temperatures, presentation, palatability by ADON by 12/8/11. No policy was written related to	

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE *Rebecca Colby* TITLE Administrator (X6) DATE 11/30/11

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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F 364	<p>Continued From page 1</p> <p>Interview with the Dietary Manager, on 10/28/11 at 6:00 PM, revealed the facility had no policy and procedure for the meal service and no policy for point of service food temperatures.</p> <p>Observation of the lunch meal, on 10/27/11 at 12:30 PM, revealed the facility served pork chops, collard greens, mashed potatoes, soup beans, and corn bread. Observation revealed the pork chop was thin and brown and appeared to be over cooked and the collard greens were served on the plate allowing the juice to run on the plate.</p> <p>Interview, on 10/27/11 at 11:50 AM, Unsampled Resident A stated the food was a problem at the facility. The resident stated meats were either undercooked or overcooked and stated the cornbread was hard. Interview with Resident #1's daughter, on 10/28/11 at 10:00 AM, revealed the facility often served "juicy" foods on the plate instead of in a bowl allowing the juice to get on the other foods. Interview with Unsampled Resident B, on 10/28/11 at 11:40 AM, revealed the food was deplorable and he/she had reported this many times to the Dietician. He/she further stated the vegetables were hard, the food was often served cold and the pancakes were tough.</p> <p>Review of the facility's meal serving time schedule revealed the floor carts were to come out of the kitchen at 12:45 PM, however observation of the lunch meal service on 10/27/11, revealed the food cart for Sterling Place, which was the last cart from the kitchen, came out at 1:40 PM on an open, uncovered delivery cart. The last tray was removed from the</p>	F 364	<p>Meal service or point of service temps however food carts will be covered when delivering trays to help maintain food temps also dinner start times have been changed from 5:00 p.m. to 4:30 p.m. to enable earlier delivery times.</p> <p>4. Five (5) resident interviews will be conducted weekly x 4 weeks, then monthly x four (4) months, then quarterly by dietary manager or assistant dietary manager utilizing QA tool. Food temps will be checked three (3) x weekly, alternating meals x four (4) weeks, monthly x three (3) months then quarterly utilizing QA audit tool by dietary manager or assistant dietary manager. Interviews and audits will be reviewed by the QA dining room sub-committee which includes: dietary manager, Director of Nursing Services, QA Nurse, Assistant Director of Nursing, a CNA, administrator, and two (2) interviewable residents for any trends or patterns weekly x four (4) weeks, then monthly x three (3), then quarterly.</p>	December 9, 2011

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F 364	<p>Continued From page 2</p> <p>cart at 2:00 PM, twenty (20) minutes after floor delivery. Temperatures were taken of the food with the Dietary Manager which indicated the temperature of the mechanical soft pork chop with gravy was 100 degrees Fahrenheit, the mashed potatoes were 120 degrees Fahrenheit, and the collard greens were 110 degrees Fahrenheit.</p> <p>Interview with the facility's contracted Dietician, on 10/27/11 at 6:20 PM, revealed she would like to see point of service temperatures at 115 degrees Fahrenheit. Further interview revealed there was no set regulation for palatability but was based on professional opinion.</p> <p>Interview with Resident #2, on 10/28/11 at 2:30 PM, revealed the food was not prepared well. The resident stated the pork chop for lunch the day before was thin and tough, and the potatoes and carrots in the soup the night before were raw. Further interview revealed meals were sometimes served cold both in the dining room and in resident rooms.</p> <p>Interview with Resident #3, on 10/28/11 at 3:00 PM, revealed food was either overcooked or undercooked. Further interview revealed residents were getting Bagels for breakfast, which were hard to chew and the meat was usually tough.</p> <p>Review of Resident Council minutes for October 2011 revealed residents complained of "bad" food cooked in Dietary, vegetables were overcooked, noodles stuck together and were waxy, and coffee and bread were cold.</p>	F 364		

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F 364	Continued From page 3 Interview with State Registered Nursing Assistant (SRNA) #2, on 10/28/11 at 2:50 PM, revealed the meats were usually tough. Interview with SRNA #3, on 10/28/11 at 2:55 PM, revealed residents often complained about the way food was prepared. Interview with SRNA #6, on 10/28/11 at 3:30 PM, revealed residents complained the meat was tough, the french fries were cold and foods did not taste good.	F 364			